

**STATEMENT OF WORK  
FOR  
CUSTODIAL SERVICES**

**Memphis Air National Guard Base  
18 August 2021**

## STATEMENT OF WORK FOR CUSTODIAL SERVICES

**1. DESCRIPTION OF SERVICES.** The contractor shall provide all management, tools, equipment, supplies, and labor necessary to ensure that custodial services are performed at 164th AW Memphis TN, Air National Guard Base in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance. All contractors working in performance of this contract shall be qualified to perform all tasks required for the statement of work (SOW).

1.A. Unless otherwise notified the Contractor shall provide One (1) seven-hour custodian. Five (5) days per week; excluding holidays. Shift hours are between 7:00am – 4:00pm (CT).

1.B. Unless otherwise notified the Contractor shall provide One (1) four-hour custodian. Five (5) days per week; excluding holidays. Shift hours are between 7:00am – 4:00pm (CT).

1.C. Listed below are the estimated amounts of supplies to be provided by the Contractor: Note: The list may not be complete, the Contractor shall provide all equipment and supplies to perform work as per the contract specifications.

Product	QTY for 13 Bldgs.	Description	Grainger
Broom, Angled	13 EA	10 1/2"	5M896
Carpet Extraction Cleaner	26 EA	Gal, 1 EA	2WEC3
Carpet Extractor, Portable (or)	13 EA	1 Gal, 120v, 11 1/4 Cleaning Path	61TM26
Carpet Extractor, Walk-Behind (or)	13 EA	1.75 Gal, 120V, 26PSI, 10 1/2" Cleaning Path	36RE52
Cleaner, All Purpose	13 CS	144 oz, Pk 3	22D032
Cleaner, Carpet	26 EA	Gal, 1 EA	10F959
Cleaner, Degreaser	13 CS	32 oz, Pk 12	1CH09
Cleaner, Disinfectant	13 CS	144 oz, Pk 3	22D027
Cleaner, Floor	13 CS	Gal, Pk 3	24L286
Cleaner, Glass	13 CS	32 oz, Pk 12	3JW49
Cleaner, Restroom	13 CS	24 oz, Pk 12	2ZWJ7
Cleaner, Toilet	13 CS	24 oz, Pk 12	1 AU29
Cleaning Wipes	39 EA	75 Ct Cannister 12 x 10"	22C621
Descaler, Calcium, Lime & Rust	13 CS	32 oz, Pk 12	33X325
Dust Cloths	13 EA	14 x 17", 10LB	13Y371
Dust Mop	13 EA	36 x 5"	1TZF4
Dust Mop Handle	13 EA	57"	450Y70
Dust Mop Treatment	13 EA	20 oz	2DCC4
Dust Pan, Hand Held	13 EA	11 1/2 x 10", Plastic	5MM78
Dust Pan, Long Handled	13 EA	9 5/8 x 10", Plastic	22F185
Duster, Overhead w/Handle	13 EA	34 x 51" Extendable	1MYF4
Duster, Sleeve, Cotton Refill	13 EA	9"	1MYF8

Floor Buffing, Burnishing Pad	13 EA	12" x 18" 3000 rpm, Pk 5	402W59
Floor Finish	26 EA	Gal, 1 EA	444N50
Floor Scrubber/Polisher	13 EA	20"	4NEK1
Floor Stripper	26EA	Gal, 1 EA	444N58
Floor Stripping Pad	13 EA	12" 175 to 600 rpm, Pk 5	458K94
Furniture Polish	13 CS	9.7 oz, Pk 12	32gm46
Janitorial Cart (Optional)	13 EA	34 Gal, 53 1/2"	1PBJ9
Mildew Remover	13 CS	32 oz, Pk 12	1AU33
Mop Bucket	13 EA	8 3/4 Gal, Plastic	2PYH6
Mop Bucket w/Wringer	13 EA	8 3/4 Gal	2PYH4
Mop Handle	13 EA	54 IN	1TYZ7
Mop Heads, String	26 EA		14J846
Paper Towel Rolls	13 CS	700 FT, PK 6	2NY17
Paper Towel Sheets	13 CS	1 Ply, 250 Sheets, Pk 16	38C403
Pressure Washer	2 EA	Electric	61HL17
Pressure Washer Hose	2 EA	3.00 GPM Max Flow	493Y52
Pressure Washer Lance	2 EA	5.00 GPM Max Flow	493Y41
Pressure Washer Pressure Switch	2 EA	4060 PSI, 1/4" NPT	35HX51
Pressure Washer Spray Gun	2 EA	6.60 GPM Max Flow 4500 PSI	493Y51
Soap, Hand, Liquid	26 CS	Gal, Pk 4	451F15
Sponge	52 EA	6 1/2 x 3 3/4", Pk 2	4DU50
Sponge, Scrubber	13 EA	2 7/8 x 4 1/2", Pk 20	4HN92
Squeegee w/Handle, Floor	13 EA	24"	53UJ76
Squeegee w/Handle, Window	13 EA	8"	14G866
Toilet Paper	26 CS	2 PLY, PK 96	31TW73
Trash Bag, 55 Gal	13 EA	Pk 50	31DK61
Trash Bag, 60 Gal	13 EA	Pk 100	31DK58
Trash Bags, 33 Gal	13 EA	Pk 125	31DK55
Trash Bags, 7-10 Gal	13 EA	PK 250	5KPZ1
Wipe, Dry	13 CS	8 x 12 1/2", 148 Sheets, Pk 20	6EMX9

Initial QTY; Restock as Needed

Grainger Item #'s for Reference Only

### 1.1. PUBLIC AREA BASIC CLEANING SERVICES (WEEKLY SERVICES).

The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW and the Service Delivery Summary (SDS).

**11.1 Maintain Floors.** All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.

**11.2 Waste Receptacles.** All trash containers (indoor and outdoor) shall be emptied and returned to their initial location. Boxes, cans, paper placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners, Liners containing any other trash other than dry trash or wet liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors. Ensure each receptacle has an extra liner dry and free from foreign substance.

**11.3 Empty and Clean Public Ashtrays.** The Contractor shall empty all public ashtrays. Clean ashtrays to remove ashes, odor, and stains. Clean all public ashtrays and replace sand.

**11.4 Clean Interior Glass/Mirrors.** Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

**11.5 Clean Drinking Fountains.** Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

**11.6 Clean Stairways.** All floor surfaces shall be cleaned in accordance with paragraph **1.1.1 Maintain Floors** or **1.1.7 Vacuum Carpets**, as appropriate for floor covering. Grease and grime shall be removed from stair guards, handrails and baseboards. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.

**11.7 Vacuum Carpets.** Vacuum carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the government representative. Area and throw rugs are included to receive this service.

**11.7.1 Clean Carpets.** Spot clean or shampoo dirty carpets over an area of 2 square feet or less. Spots must be removed immediately.

**11.8 Vacuum and Clean Floor Mats.** Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil and other foreign matter. Soil and moisture underneath mats shall be removed, and mats returned to their normal location.

**11.9 General Spot Cleaning.** Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions,

vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

**11.10. General Dusting.** Dust all horizontal/flat surfaces.

**11.11. Elevators.** All floor surfaces shall be cleaned in accordance with paragraph **1.1.1 Maintain Floors** or **1.1.7 Vacuum Carpets**, as appropriate for floor covering. Damp wipe and dry shine metal railing on sides and back of elevator.

**11.12. Outside Servicing.** Sweep outside entry ways and covered walkways.

**1.2. RESTROOMS/LOCKER ROOMS BASIC CLEANING SERVICES (TWICE WEEKLY SERVICES).** The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW and the Service Delivery Summary (SDS).

**121. Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, saunas, partitions, dispensers, doors, walls, glass, mirrors and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

**122. Descale Showers, Toilet Bowls and Urinals.** Descaling shall be performed monthly as a minimum and as often as needed to keep areas free of scale, soap films, and other deposits. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

**123. Sweep and Mop Floor.** After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath.

**124. Stock Restroom Supplies.** Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies shall be stored in designated areas.

**125. Waste Receptacles.** See section **1.1.2. Waste Receptacles** for receptacle requirements.

**126. Clean Mirrors.** See section **1.1.4. Clean Interior Glass/Mirrors** for requirements.

**1.3. BREAKROOM CLEANING SERVICES (TWICE WEEKLY SERVICES).** The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW and the Service Delivery Summary (SDS).

**131. Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, counter tops and tables using a germicidal detergent. After cleaning, all areas will be free of deposits, dirt, streaks, and odors.

**132. Waste Receptacles.** See section **1.1.2. Waste Receptacles** for requirements.

**133. Clean floors.** All floor surfaces shall be cleaned in accordance with paragraph **1.1.1 Maintain Floors** or **1.1.7 Vacuum Carpets**, as appropriate for floor covering.

**134. General Dusting.** See section **1.1.10 General Dusting** for requirements.

#### **1.4. PUBLIC AREA BASIC CLEANING SERVICES (MONTHLY SERVICES).**

The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW and the Service Delivery Summary (“SDS”).

**1.4.1. Handrails.** Clean and polish.

**1.4.2. Dusting.** Dust all horizontal surfaces and vertical objects including fire equipment and exit lights, window sills, blinds, etc.

#### **1.5. Elevators.** Clean and polish door tracks on the cars. **RESTROOMS/LOCKER ROOMS CLEANING SERVICES (MONTHLY SERVICES).**

The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW and the Service Delivery Summary (SDS).

**1.5.1. Floors and Baseboards.** Scrub floors, clean baseboards, corners, grout, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from those surfaces.

**1.5.2. Clean Janitor Closets.** Clean sink in accordance with section **1.2.1. Clean and Disinfect.** Clean floor according to section **1.1.1. Maintain Floors.**

**1.5.3. General Dusting.** Dust walls, ceilings, diffusers and fixtures as necessary.

#### **1.6. PERIODIC CLEANING SERVICES (QUARTERLY-ANNUAL SERVICES) INCLUDING ALL RESTROOMS, HALLWAYS, CLASSROOMS, TRAINING ROOMS, CONFERENCE ROOMS, KITCHEN AREAS AND THE DINING FACILITY.**

**1.6.1. Strip, Scrub, Seal, and Wax Floors.** Strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.

**1.6.2. Clean Interior Windows.** Clean glass surfaces that are over seven (7) feet high. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

**1.6.3. Clean Exterior Windows.** Windows are the glass surfaces that are an integral part of the outer wall of the building. Window screens shall be removed, cleaned, and replaced as needed. After window has been cleaned, exterior frames, casings, sills, and glass shall be free of all traces of film, dirt, smudges, water and other foreign matter.

**1.64. Clean/Shampoo Carpets.** All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath, and returned to their original location.

**1.65. General Dusting.** Dust corridor walls to ceiling with untreated mop or vacuum and intake vents.

**1.7. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES.** Upon notification, the contractor shall perform emergency or special event cleaning required in any building, area, or room covered under this contract. The State Contracting Representative or designated representative shall order cleaning services through issuance of a delivery order for the appropriate and required work task(s). The State Contracting Representative or designated representative will notify the contractor as soon as a special event requirement or emergency requirement is known with work to commence within 24 hours of notification. Completion schedule shall be determined for each delivery order.

**2 SERVICE DELIVERY SUMMARY (“SDS”).** The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	SOW Para	Frequency of Service	Performance Threshold
<b><u>Public Area Basic Cleaning Services.</u></b> Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Ash containers are emptied and free of ashes, odors and stains. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.	1.1.	Once a week	Not to exceed 4 customer complaints per month.

<b><u>Restrooms/Locker Rooms Basic Cleaning Services.</u></b> Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks and odors. Showers are disinfected and free of soap films, scum and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies are adequate until next service.	1.2.	2 Times a week	Not to exceed 3 customer complaints per month.
<b><u>Break room Cleaning Services.</u></b> Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build- up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration.	1.3.	2 Times a week	Not to exceed 3 customer complaints per month.
<b><u>Public Area Basic Cleaning Services.</u></b> Handrails clean, free of dirt, dust and debris	1.4.	Once a Month	Not to exceed 3 customer complaints per month.
with polished shine Dust all horizontal surfaces and vertical objects including fire equipment and exit lights, window sills, blinds, etc. leaving on visible dust. Elevators clean, free of dirt, dust and debris with door tracks polished and free of dirt, debris, marks, smudges, scuffs and other foreign matter.			
<b><u>Restrooms/Locker Rooms Basic Cleaning Services.</u></b> Floors, baseboards and grout are free of litter, dirt, dust and debris. Janitor closets are disinfected and free of dirt, deposits, streaks and odors. Walls, Ceilings, Diffusers and fixtures are dust free.	1.5	Once a Month	Not to exceed 3 customer complaints per month.
<b><u>Periodic Cleaning Services.</u></b> Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build- up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration.	1.6	4 Times a year	Not to exceed 5 customer complaints for the reporting period.
<b><u>Emergency or Special Event Cleaning Services.</u></b> Ordered services meet the requirements of paragraphs 1.1 and/or 1.2 as appropriate.	1.7	As required	Delivery order will not be considered complete until all deficiencies are resolved.



**3. GOVERNMENT FURNISHED PROPERTY AND SERVICES.** The Government shall provide, without cost, the facilities, equipment, materials and/or services listed below:

Use of Janitors closets within each facility.

All utilities required to support the assigned area.

All refuse removal, entomology services and police and fire protection.

**3.1.** The contractor shall maintain this space to the same standards as similar area as occupied by the Government and use space only in connection with performance under this contract. The contractor shall not make any alterations to the space except with the prior written permission of the State Contracting Representative. Any approved **contractor required** alterations shall be made at no additional cost to the Government. The contractor, at his/her own expense shall restore the space to the condition in which it was received, fair wear and tear expected, at the time of contract completion or termination, except as otherwise approved in writing by the State Contracting Representative. In the case of damaged facilities, the amount of compensation due to the Government by the contractor shall be the actual cost of the repair.

**3.2.** The contractor shall notify the Government of any circumstances of needed repair of assigned space or of any area that may affect performance of contract work, present unsafe or unhealthy condition, or cause any delays or interference of work by employees of the contractor. Such notification shall be made immediately by the contractor to the State Contracting Representative (“SCR”).

**3.3.** Some buildings have janitors’ closets wherein there may be room to store cleaning supplies and equipment.

**3.4.** Except for those items or services specifically stated above, the contractor shall furnish everything required to perform this statement of work.

**4.** Currently there are no break rooms available for lunch and/or breaks for contract personnel.

#### GENERAL INFORMATION.

**4.1. Quality Control.** The contractor shall develop and maintain a quality program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum the contractor shall develop quality control procedures addressing the areas identified in section **2. SERVICE DELIVERY SUMMARY**. The contractor’s quality control program will be a written submission and will be included as part of the overall bid submission.

**4.2. Quality Assurance.** The government will periodically evaluate the contractor’s performance in accordance with the Quality Assurance Surveillance Plan in meeting the requirements outlined in section **1. DESCRIPTION OF SERVICES**.

**4.3. Hours of Operation.** The contractor shall maintain customer service hours Monday through Friday 7:00 a.m. to 4:00 p.m.

**4.4. Contractor's Personnel.** Contractor personnel shall present a neat appearance and be easily recognized. This may be accomplished by wearing clothing bearing the name of the company or by wearing an appropriate badge containing the company name and employee name. The military uniform, or any part thereof, may **not** be worn by contractor's employees while performing work under this contract. Additionally employees shall be fully attired.

**4.5. Security Requirements.** The 164th SFS, Security Forces, requires all contract personnel to satisfactorily pass the base given, detailed, security background check in order to obtain a security issued ID card. Contractor will submit the provided Contractor's Badge Worksheet for all employees to work and gain entry to the installation. Those that do not satisfactorily pass the test will not be allowed, access on the base. All contract vehicles are inspected before accessing the base. All contract personnel driving on base are required to possess a valid driver's license with valid vehicle registration and insurance. Contract personnel are required to show this information to base security personnel when requested to do so. Failure to meet these guidelines will result in denial of base access resulting in loss of security issued ID card and denial of base access. All contract vehicles are inspected before accessing the base.

**4.6. Physical Security.** The contractor shall be responsible for safeguarding all Government property provided for contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

**4.6.1. Key Control.** The contractor shall establish and implement methods of ensuring that all keys issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. No keys issued to the contractor by the Government shall be duplicated. The contractor shall develop procedures covering key control.

**4.7. Service Schedules.** The contractor shall develop and maintain a service schedule for each building listed in **Appendix A through Appendix D**. The service schedule should indicate the days of the week, task, and frequency of service to be performed. The service schedule shall be submitted as part of the initial bid proposal before contract award. The contractor shall coordinate with the SCR to agree upon a day and time that cleaning shall be done, that is convenient both to the contractor and the occupants of the building. Contractor shall provide written notification to the SCR informing him/her of the day cleaning will be accomplished in their building. The SCR will be advised of changes as they occur. The contractor shall comply with the submitted schedule as approved by the State Contracting Representative.

**4.7.1.** Revised service schedules shall be submitted two weeks prior to the end of the month and the new schedule shall begin no sooner than the beginning of the month following submittal.

**4.7.2.** The contractor shall shampoo carpet in each facility at least annually but as often as quarterly per the guidelines of section 1.6. The contractor shall coordinate with the facility managers to determine when the shampooing will be accomplished. The contractor will submit a monthly schedule of carpets to be cleaned five (5) days prior to the month scheduled.

**4.8. Workload Estimate.** The Government's estimate of square footage represents the Government's best estimate of the actual square footage of designated areas. The contractor shall notify the SCR in writing when actual conditions or actual measurements differ from those provided by the government. If the contractor does not inform the SCR of differing conditions, the

government shall not be responsible for any additional cost that may be incurred by the contractor. The contractor shall also notify the SCR if a facility undergoes renovations, which prevents the contractor from performing cleaning duties.

**4.9. Environmental.** All proposed chemicals for usage during the course of the contract shall first be approved by the base Enterprise Environmental, Safety, and Occupational Health Management Information System (ESOH MIS), and Hazardous Materials Management (HMMP) Team. The Contractor will provide the SCR with a list of all proposed chemicals for approval. If the contractor plans on storing chemicals on base, the base ESOH MIS HMMP Team needs to approve the location, and record the quantities.

**4.10. Performance of services during crisis declared by the national command authority:** IAW DoDI 3020.37 (Continuation of Essential DOD Contractor Services during a Crisis), and aforementioned Air Force implementation, unless otherwise directed by an authorized Government representative, it is determined that services to any contingency areas identified by the State Contracting Representative are essential for performance during a crisis.

**4.11. Initial Bid Proposal Requirements.** The initial bid proposal shall include cost per appendix (G through J) per facility, per year. Each cost per appendix shall have a total cost shown at the bottom of the appendix proposal. There shall be a summary page showing each cost per Appendix as separate line items with the grand total of all Appendices for the year shown at the bottom of the page. The service schedule for this bid will be included with the initial bid proposal before contract award. The contractor's quality control program will be a written submission and will be included as part of the overall bid submission.

**4.12. Payment Processing Requirements.** Contractor will submit monthly, Appendix G through J with the cost for each line item for the given month. A summary page will be included showing the cost of each appendix and a total of all appendices at the bottom of the summary page.

**4.13. Continuing Spending Resolution (CSR).** Explanation of how CSR could affect services and payment during this time.

This contract will be subject to the availability of State and Federal funds. A Federal Continuing Spending Resolution could result in a lack of funding, delaying or pausing the requests for work under the contract

**4.14. Grounds for non-payment or Contract Termination.** If the contractor exceeds the number of customer complaints for a given task in a given month with no documented course correction of the problem while showing improvement, then this is grounds for non-payment for the given task in question. If the contractor exceeds the required complaints in Section 2 for a given task for more than 3 months of a given contract year, this will be grounds for non-payment and possible contract termination due to unsatisfactory service to the government. If contract personnel lose access to the base the contractor is still responsible for this contract and failure to honor it as a result of contract personnel losing base access is ground for contract termination. If the contractor fails to honor the contract, for any reason then contract termination will occur due to unsatisfactory service to the government

See State of Tennessee Special Terms and Conditions Section #20, Termination for Convenience and Section 21, Termination for Cause.

## **5. SPECIAL REQUIREMENTS, ALL AREAS:**

**5.1. Security Areas** – All areas determined to be “security areas” shall only be cleaned upon request of the facility administrator and may require the presence of a representative of the agency.

**5.2. Moving furniture and equipment** – For all operations where furniture and equipment must be moved, no chairs, waste paper baskets or other similar items shall be stacked on desks, tables or sills. Upon completion of work, all furniture and equipment are to be returned to its original position.

**5.3.** After sweeping and dust mopping operations, all floors shall be clean and free of dust streaks. No dirt shall be left in corners, behind radiators, under furniture, behind doors, on stair landings, etc.

**5.4. Wet mopping and scrubbing** – all floors shall be properly prepared, thoroughly swept to remove dirt and debris, and to include the removal of gum, tar and similar substances from the floor surface. The floor shall be clean and free of dirt, water streaks, mop marks, strings, etc. and properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces shall be dry and corners, cracks and crevices clean.

**5.5. Dusting** – dust shall not be moved from place to place, but removed directly from the areas in which it lies and by the most effective means (i.e., appropriately treated dust cloths, vacuum, etc.) when doing high cleaning, dust shall not be allowed to fall onto furniture and equipment below. The following conditions shall exist after completion of each dusting task:

- a. There shall be no dust streaks.
- b. Corners, crevices, molding, ledges, window sills, window shades/blinds and etc. shall be dust free.
- c. There shall be no oils, spots or smudges on dusted surfaces caused by dusting tools.
- d. When inspected there shall be no traces of dust on any surface.

**5.6. Damp wiping** – this task consists of using a clean damp cloth or sponge to remove all dirt, spots, streaks and smudges from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution shall contain an appropriate cleaning agent. When damp wiping in toilet areas, a multi-purpose (disinfectant-deodorizer) cleaner shall be used.

**5.7. Bright metal polishing** – may be performed by damp wiping and drying with a suitable cloth provided a polished appearance is obtained by this method. However, if a polished appearance cannot be produced, an appropriate metal polish shall be used.

**5.8. Porcelain ware cleaning** – porcelain fixtures (drinking fountains, wash basins, urinals, toilets, etc.) shall be clean and bright; there shall be no dust, spots, stains, rust, encrustation or excess moisture. Walls and floors adjacent to fixtures shall be free of spots, drippings and watermarks.

**6 APPENDICES. (NOTE: ADD ANY OTHER APPENDICES THAT MAY BE NEEDED.)**

- A. SQUARE FOOTAGE FOR PUBLIC AREA**
- B. SQUARE FOOTAGE FOR RESTROOMS/LOCKER ROOMS**
- C. SQUARE FOOTAGE FOR BREAKROOMS**
- D. SQUARE FOOTAGE FOR PERIODIC CLEANING INCLUDING  
(QUARTERLY-ANNUAL SERVICES)**
- E. DETAILED BASE SQUARE FOOTAGE WITH FACILITY AND ROOM  
NUMBERS**
- F. GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT**
- G. ANNUAL COST SHEET FOR SQUARE FOOTAGE FOR PUBLIC AREA**
- H. ANNUAL COST SHEET FOR SQUARE FOOTAGE FOR  
RESTROOMS/LOCKER ROOMS**
- I. ANNUAL COST SHEET FOR SQUARE FOOTAGE FOR BREAKROOMS**
- J. ANNUAL COST SHEET FOR SQUARE FOOTAGE FOR PERIODIC  
CLEANING INCLUDING (QUARTERLY-ANNUAL SERVICES)**

**APPENDIX A**  
**SQUARE FOOTAGE FOR PUBLIC AREAS**  
**(Hallways and floor space)**  
**(WEEKLY SERVICES)**

<b>FACILITY</b>	<b>FACILITY NUMBER</b>	<b>SQFT</b>
Fuel Cell Hanger	4425	619
Corrosion Control Hanger	4455	741
Main Hanger	4513	7,321
Base Supply Building	4575	3,885
OT Building	4607	5,289
COMM/SFS Building	4625	2,304
OPS Building	2890	4,183
CE Building	2884	2,809
Fire Station	2886	1,834
VM/ASE Building	2860	955
POL Facility	2980	242
Main Gate House	4593	106
Secondary Gate House	4405	44
<b>TOTAL</b>		<b>30,332</b>

## APPENDIX B

### SQUARE FOOTAGE FOR RESTROOMS/LOCKER ROOMS

(TWICE A WEEK SERVICES)

FACILITY	FACILITY NUMBER	SQFT
Fuel Cell Hanger	4425	643
Corrosion Control Hanger	4455	611
Main Hanger	4513	3,842
Base Supply Building	4575	2,421
OT Building	4607	1,990
COMM/SFS Building	4625	857
OPS Building	2890	1,379
CE Building	2884	524
Fire Station	2886	897
VM/ASE Building	2860	697
POL Facility	2980	327
Main Gate House	4593	27
Secondary Gate House	4405	29
<b>TOTAL</b>		<b>14,264</b>

**APPENDIX C**

**SQUARE FOOTAGE FOR BREAKROOMS**

**(TWICE A WEEK SERVICES)**

<b>FACILITY</b>	<b>FACILITY NUMBER</b>	<b>SQFT</b>
Fuel Cell Hanger	4425	<b>130</b>
Corrosion Control Hanger	4455	<b>484</b>
Main Hanger	4513	<b>1,122</b>
Base Supply Building	4575	<b>610</b>
OT Building	4607	<b>303</b>
COMM/SFS Building	4625	<b>393</b>
OPS Building	2890	<b>618</b>
CE Building	2884	<b>606</b>
Fire Station	2886	<b>524</b>
VM/ASE Building	2860	<b>356</b>
POL Facility	2980	<b>43</b>
Main Gate House	4593	<b>0</b>
Secondary Gate House	4405	<b>0</b>
<b>TOTAL</b>		<b>5,189</b>



## APPENDIX D

### SQUARE FOOTAGE FOR PERIODIC CLEANING INCLUDING (QUARTERLY-ANNUAL SERVICES)

FACILITY	FACILITY NUMBER	SQFT
Fuel Cell Hanger	4425	1,112
Corrosion Control Hanger	4455	1,066
Main Hanger	4513	13,571
Base Supply Building	4575	5,861
OT Building	4607	19,278
COMM/SFS Building	4625	5,786
OPS Building	2890	8,434
CE Building	2884	5,241
Fire Station	2886	2,608
VM/ASE Building	2860	1,884
POL Facility	2980	250
Main Gate House	4593	106
Secondary Gate House	4405	44
<b>TOTAL</b>		<b>65,241</b>

## **APPENDIX E**

### **DETAIL BASE SQUARE FOOTAGE WITH FACILITY AND ROOM NUMBERS**

See attachments for details.

## **APPENDIX F**

### **GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT**

**APPENDIX G**

**ANNUAL COST SHEET FOR SQUARE FOOTAGE FOR PUBLIC AREAS  
(WEEKLY SERVICES)**

<b>FACILITY</b>	<b>FACILITY NUMBER</b>	<b>SQFT</b>	<b>PRICE/EA</b>	<b>QTY</b>	<b>TOTAL</b>
Fuel Cell Hanger	4425	619		52	
Corrosion Control Hanger	4455	741		52	
Main Hanger	4513	7,321		52	
Base Supply Building	4575	3,885		52	
OT Building	4607	5,289		52	
COMM/SFS Building	4625	2,304		52	
OPS Building	2890	4,183		52	
CE Building	2884	2,809		52	
Fire Station	2886	1,834		52	
VM/ASE Building	2860	955		52	
POL Facility	2980	242		52	
Main Gate House	4593	106		52	
Secondary Gate House	4405	44		52	
<b>TOTAL</b>		<b>30,332</b>			

## APPENDIX H

### ANNUAL COST SHEET FOR SQUARE FOOTAGE FOR RESTROOMS/LOCKER ROOMS

(TWICE A WEEK SERVICES)

FACILITY	FACILITY NUMBER	SQFT	PRICE/EA	QTY	TOTAL
Fuel Cell Hanger	4425	643		104	
Corrosion Control Hanger	4455	611		104	
Main Hanger	4513	3,862		104	
Base Supply Building	4575	2,421		104	
OT Building	4607	1,990		104	
COMM/SFS Building	4625	857		104	
OPS Building	2890	1,379		104	
CE Building	2884	524		104	
Fire Station	2886	897		104	
VM/ASE Building	2860	697		104	
POL Facility	2980	327		104	
Main Gate House	4593	27		104	
Secondary Gate House	4405	29		104	
<b>TOTAL</b>		<b>14,264</b>			

**APPENDIX I**

**ANNUAL COST SHEET FOR SQUARE FOOTAGE FOR BREAKROOMS**

**(TWICE A WEEK SERVICES)**

<b>FACILITY</b>	<b>FACILITY NUMBER</b>	<b>SQFT</b>	<b>PRICE/EA</b>	<b>QTY</b>	<b>TOTAL</b>
Fuel Cell Hanger	4425	<b>130</b>		104	
Corrosion Control Hanger	4455	<b>484</b>		104	
Main Hanger	4513	<b>1,122</b>		104	
Base Supply Building	4575	<b>610</b>		104	
OT Building	4607	<b>303</b>		104	
COMM/SFS Building	4625	<b>393</b>		104	
OPS Building	2890	<b>618</b>		104	
CE Building	2884	<b>606</b>		104	
Fire Station	2886	<b>524</b>		104	
VM/ASE Building	2860	<b>356</b>		104	
POL Facility	2980	<b>43</b>		104	
Main Gate House	4593	<b>0</b>		104	
Secondary Gate House	4405	<b>0</b>		104	
<b>TOTAL</b>		<b>5,189</b>			

**APPENDIX J**

**ANNUAL COST SHEET FOR SQUARE FOOTAGE FOR PERIODIC CLEANING  
INCLUDING**

**(QUARTERLY-ANNUAL SERVICES)**

<b>FACILITY</b>	<b>FACILITY NUMBER</b>	<b>SQFT</b>	<b>PRICE/EA</b>	<b>QTY</b>	<b>TOTAL</b>
Fuel Cell Hanger	4425	<b>1,112</b>		4	
Corrosion Control Hanger	4455	<b>1,066</b>		4	
Main Hanger	4513	<b>13,571</b>		4	
Base Supply Building	4575	<b>5,861</b>		4	
OT Building	4607	<b>19,278</b>		4	
COMM/SFS Building	4625	<b>5,786</b>		4	
OPS Building	2890	<b>8,434</b>		4	
CE Building	2884	<b>5,241</b>		4	
Fire Station	2886	<b>2,608</b>		4	
VM/ASE Building	2860	<b>1,884</b>		4	
POL Facility	2980	<b>250</b>		4	
Main Gate House	4593	<b>106</b>		4	
Secondary Gate House	4405	<b>44</b>		4	
<b>TOTAL</b>		<b>65,241</b>			